

Office of Science Headquarters Information Management Operating Plan FY 2003

Strategic Planning & Architecture
Ted Griffin, SC-40
301-903-4602

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IM Operating Plan Overview

The IM Operating Plan for the Department of Energy (DOE) Office of Science (SC) Headquarters (HQ) represents an agreement between the Office of Information Technology Management (formerly SC-65 and now SC-40) and their customers as represented by the Customer Information Advisory Group (CIAG), the Information Management Board (IMB), and the SC Executive Steering Committee (ESC). The Plan identifies the IM projects and services to be delivered during FY 2003, how they will be provided, and when they will be provided.

This year's Operating Plan reflects several improvements in the planning process, which established a stronger connection between the needs of SC executive management and IM development, and common agreement that certain items are necessary to maintain the SC IM infrastructure. These changes are:

- Inclusion of additional business objective-related requirements as gathered from SC executive management through interviews with each Associate Director/Office Director (AD/OD).
- Designation of items necessary for maintaining the SC IM infrastructure as non-discretionary, as well as agreement from SC IM customer groups with these designations.
- Re-categorization of IM planning items, which are detailed in the IM Service and Project Narratives beginning on page 5 of this document: Infrastructure, Services, Corporate System Development, and AD/OD Projects.
- Prioritization of discretionary planning items by the SC ESC, with input from each of the SC IM user groups (Organizational Administrator's, CIAG, and IM Board), SC Operations Offices, and SC-40.

External factors that may cause changes to the Strategic and Operating Plan include:

- Initiatives that may result from DOE current planning for E-Government.
- SC re-engineering efforts.
- Future interfaces between the Business Management Information System (BMIS)-Phoenix and the Financial Management Information System (FMIS).
- Future interfaces between items in this Plan and the Portfolio Management Environment (PME) project.
- Initiatives by the DOE Chief Information Officer (CIO) to consolidate IM services across DOE.

This Plan was developed based on an anticipated fiscal year (FY) 2003 budget of \$7,100,000 and the ESC-approved SC HQ IM Strategic Plan covering FY 2003 through FY 2007. While the primary purpose of the IM Strategic Plan is to identify what services to provide, the primary purpose of the IM Operating Plan is to provide those services effectively. Together, they help us achieve our goal to provide IM services that enable customers to perform their work more effectively.

The following items in the FY 2003 Operating Plan were added after the FY 2003 Strategic Plan was finalized:

- SC-1 Homepage Support and Redesign – This service received a low priority in the ranking of FY 2003 IM projects and services by the SC Executive Steering Committee, but is being continued from FY 2002 per SC-1 directive.
- Hardware Loaner Pool - This service received a low priority in the ranking of FY 2003 IM projects and services by the SC Executive Steering Committee, but is being continued from FY 2002 per SC-1 directive.
- Flexiplace Workstations – This service received a low priority on the ranking of FY 2003 IM projects and services by the SC Executive Steering Committee; however, it is continuing as a chargeback item for those who want to continue to use this service.
- Abstract Tracking (Rollover) – Originally scheduled for completion in FY 2002, this project will be completed in November 2002.

IM Operating Plan Overview

This Plan is organized into five sections.

Section	Description
FY 2003 IM Budget Plan	Provides the planned budget amount for each IM service and project.
FY 2003 IM Service and Project Narratives	Provides a narrative for each IM service and project: <ul style="list-style-type: none">▪ Infrastructure: Items required to maintain the current level of service provided by the SC IM infrastructure.▪ Services: Established IM services to be provided throughout FY 2003.▪ Corporate System Development: IM projects planned for initiation in FY 2003 to provide SCwide corporate systems.▪ AD/OD Projects: IM projects planned for initiation in FY 2003 to meet additional business objective-related requirements as gathered from SC executive management.
FY 2003 IM Service Level Descriptions (Policies and Guidance)	Provides a description of how each IM service is provided and how each IM project is managed.
FY 2003 IM Service and Project Schedules	Provides a schedule for the provision of each IM service and the management of each IM project.
FY 2003 Performance Measures	Provides a description of the performance measures that are used to track customer satisfaction.

FY 2003 IM Budget Plan

FY 2003 IM Operating Costs¹

IM Requirement	Labor	HW/SW/ SVCS
Infrastructure		
Operations and Maintenance	810,221	100,000
- SQL Server Update	498,536	50,000
- Active Directory and SMS 2003 Update (with Windows 2000 Server Update)	321,414	10,000
- Performance Monitoring Tool Update	81,916	20,000
- Microsoft Exchange 2000 Update	266,456	100,000
- Scheduler Box Update	62,126	25,000
- MS.NET Research and Feasibility Assessment	15,147	0
Systems Maintenance and Support	369,154	10,000
Hardware Maintenance	131,769	10,000
Standard Suite of Software	10,878	215,000
IM Implementation	287,201	50,000
IM Planning	497,245	0
Cyber Security	228,053	50,000
Workstation Refresh	172,129	150,000
Infrastructure Updates	-	-
- Remote Access (Rollover)	161,546	0
- Electronic Information Management (Rollover)	52,449	10,000
- WordPerfect 10.0 (Rollover)	34,368	0
- Office XP (Rollover)	56,795	0
- Gigabit Ethernet	13,355	0
Disaster Recovery	248,791	200,000
Services		
Support Center	320,858	5,000
Desk-side Support	345,148	0
Hardware/Software Review and Acquisition†	0	0
Videoconferencing	0	44,000
SC-1 Homepage Support and Redesign	40,002	0
Hardware Loaner Pool	7,529	170,000
Flexiplace Workstations†	0	0
Corporate System Development		
Execution Work Management 1.2	454,070	0
Execution Work Management 2.0	267,501	0
Abstract Tracking (Rollover)	30,301	0

FY 2003 IM Budget Plan

IM Requirement	Labor	HW/SW/ SVCS
AD/OD Projects		
Calendar and Scheduling	44,036	0
Electronic Proposals	2,005	50,000
Split Total:	\$5,831,000	\$1,269,00
GRAND TOTAL:	\$7,100,000	

¹Items in the Infrastructure and Services categories are guaranteed for delivery FY 2003 within the assumed budgets because their costs are well defined. The items in the remaining categories are not guaranteed for delivery within FY 2003 because they are development efforts and their costs can only be estimated at this time. Each will require significant customer involvement to detail scope and requirements, only after which costs can be well defined and a determination made as to whether sufficient funds are available.

†Charged back to the requesting organization.

Infrastructure

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FY 2003 Service and Project Narratives

Operations and Maintenance

Maintains and operates the IM infrastructure that includes over 40 servers. This also includes the following projects:

- **SQL Server Update:** Implements an updated, standard database server platform for all SC systems. This project includes ensuring that legacy systems work with the updated platform.
- **Active Directory and SMS 2003 (with Windows 2000 Server Update):** Implements updated directory services for SC that are also engineered to provide compatibility with an Active Directory implementation by the CIO at a later date. Features to be provided include single sign on, increased security, and updated collaboration facilities. SMS helps manage software update deployments on all user workstations. Functionality has been vastly improved and this version supports extended utilities and interaction with and for Active Directory. The move to Active Directory requires all servers to be Windows 2000 Server.
- **Performance Monitoring Tool Update:** Provides the ability to monitor the performance of all systems on the SC network. Allows baselining the performance of systems, servers, and the background infrastructure in order to compare and analyze fixes, updates, and enhancements. This saves time and costs in troubleshooting network issues that affect the user.
- **Microsoft Exchange 2000 Update:** Updates SC Microsoft Exchange servers (the servers that handle email) to the current version.
- **Scheduler Box Update:** Updates the Schedule Box server, which runs all overnight processing.
- **MS.NET Research and Feasibility Assessment:** Evaluates the MS.NET framework as it comes out, and standardizes the position on when and why to migrate. A successful research project here provides an adoption and migration plan for new technology or a position that identifies the SC path for implementation when the technology becomes more mature or provides more value to the SC user and organization.

Systems Maintenance and Support

Maintains approximately 30 legacy systems resulting in 36 enhancements per week on average.

Hardware Maintenance

Maintains all standard workstations, printers, fax machines, and scanners provided to our 400 customers and provides for hardware replacement components when the standard workstation breaks down.

Standard Suite of Software

Maintains and provides licenses for more than 60 software packages comprising the standard suite of software provided to all customers.

IM Implementation

Provides for budget execution, contract management, project and service oversight, configuration management, procurement, tools, etc.

IM Planning

Provides for IM Strategic and Operating Plans, IM Board and CIAG meetings and coordination, customer communications, service level descriptions, performance measures, project feasibility assessments, etc.

Cyber Security

Provides for the development and implementation of the SC HQ Computer Security Protection Plan (CSPP):

- Maintain and implement the SC CSPP to mitigate all areas identified in both the internal and external risk assessments conducted by SC, Office of Inspector General (IG), and the DOE CIO.
- Improve network monitoring capability by deploying and operating host based intrusion detection that monitors events logs.

FY 2003 Service and Project Narratives

- Maintain and operate antivirus software.
- Implement and operate software that monitors and deploys host for NT security policies.
- Implement and operate software that monitors and maintains web service security.
- Implement and operate software that monitors and maintains SQL database security.
- Upgrade Password Policy Enforcer software.
- Deploy and operate email auditing software and Exchange antivirus software.
- Maintain and operate cyber security policies associated with disaster recovery solutions (including routine practice drills).
- Develop and institute policies that define end user responsibilities relative to remote access, IM assets, data ownership, and PDA security.
- Evaluate and deploy PDA security technology.
- Maintain and operate network vulnerability scanning software. Includes routine scanning of network and evaluation and response to scan results.
- Evaluate and upgrade configuration management/auditing software in accordance with DOE cyber security directives.

Workstation Refresh

Provides for a refresh (normally 33 percent) of the standard workstation given to all customers.

Infrastructure Upgrades

Provides for infrastructure upgrades to (1) accommodate the provision of new services, new applications, and other new requirements, and (2) comply with Federal regulations, the DOE CIO, and any other external drivers. Upgrade projects planned for FY 2003 include:

- **Remote Access (Rollover):** Upgrades the current remote access solution. Security requirements and the increased need for connectivity require this upgrade.
- **Electronic Information Management (Rollover):** Upgrades the technology infrastructure to support the needs of Electronic Information Management. This includes improved data storage, software for electronic information management, document management, and workflow.
- **WordPerfect 10.0 (Rollover):** Upgrades WordPerfect 6.1 to WordPerfect 10.0 for users who are required to interface with organizations using WordPerfect.
- **Office XP (Rollover):** Upgrades the Microsoft Office Suite (Excel, PowerPoint, Word, etc.) from Office 2000 to Office XP. This also allows document management functions of the Electronic Information Management (EIM) project to be accessed through the Microsoft Office Suite.
- **Gigabit Ethernet:** Develops the feasibility assessment for Gigabit Ethernet.

Disaster Recovery

Develops, implements, and maintains a plan in the event the SC HQ infrastructure sustains a disaster.

Services

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FY 2003 Service and Project Narratives

Support Center

Provides helpdesk services for all information management services provided. Currently, this service handles over 1,000 calls per month.

Desk-side Support

Provides hands-on problem resolution at the customer workstation for all information management services provided. Currently, this service handles over 500 visits per month.

Hardware/Software Review and Acquisition

Provides for the review and acquisition in support of (1) ad-hoc customer requests for hardware and software not provided as part of the standard workstation or standard suite of software and (2) ad-hoc customer requests for small support efforts, such as the development of a macro. This includes permanently assigned Blackberries and mobile phones. This service is charged back to the requesting organization in accordance with SC-60 procedures.

Videoconferencing

Provides videoconferencing support (maintenance and call setup) to videoconferencing rooms H207, G258, G436, E243, and 7B058.

SC-1 Homepage Support and Redesign

Provides redesign, update, and maintenance support to the SC-1 homepage.

Hardware Loaner Pool

Provides and manages a loaner pool that includes personal digital assistants (PDAs), laptops, mobile phones, pagers, LCD projectors, and an Ethernet hub. Provides for the recurring charges associated with PDA, mobile phone, and pager usage. Provides for a limited refresh of the loaner pool.

Flexiplace Support

Provides a flexiplace configured workstation, associated maintenance, and onsite support for flexiplace customers. Currently, this service, including call support, is in place for six customers. This service is charged back to the requesting organization in accordance with SC-60 procedures.

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Corporate System Development

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Description

Supports the SC HQ grants processes by organizing and tracking information about solicitations, proposals, procurement requests (PRs) and awards for grants, as well as PR and award information for other procurement actions.

Capability*	Description
Record Review Status	Record Review Status
Manage Related Items Concurrently	View and manage related items concurrently: proposals, PRs, and awards, for example.
Record PR Title	Record PR Title separately from award title
Improve Usability	Allow improved usability through the user interface.

Prerequisites

- None

Dependents

- Budget Execution Package 1.0
- Program Direction Package 1.0
- Execution Work Management Package 2.0
- Execution Work Management Package 3.0
- Execution Work Management Package 3.1

Related Business Activities

- Issue Solicitation
- Receive Proposal (FWPs)
- Authorize Work (FWPs)
- Award Work (FWPs)

*These capabilities are under consideration, and have not been finalized as of the writing of this document.

Description

Supports the SC HQ grants and Field Work Proposals (FWP) processes by organizing and tracking information about grants, proposals, and abstracts and by issuing and maintaining information on review and selection data based on grants and proposals.

Capability	Description
Record changes to work	Record changes to the baseline work information resulting from project/program oversight actions.
Record evaluation results	Collect reviewer's findings; relate to specific proposed or funded work. Enter evaluations for proposed or funded work
Record funded work	Maintain identification, description, performer, and other data about work that has been funded. Maintain baseline information set for the funded work.
Record reviewers	Record information on selected reviewers person id, area of expertise, etc.
Score competing proposed work	Compare scores from reviewers for proposed work against other comparable, competing proposed work, and/or predefined thresholds.
Manages AFP processing for Grants	For grants only, record the submission of and maintain information on recommendations for approval for new supplemental lab projects and new, renewal, continuation, or supplemental grants, cooperative agreements, interagency agreements, and contracts.
Provide electronic forms	Provide format and forms necessary for submission of proposals in electronic format, including via a WEB site.
Control access for FWPs	Manage access to recommendation capability to specific program manager and program assistant personnel in SC program offices.
Provide analytical reporting for FWPs	Provide cross cut, summary, and other reporting capabilities.
Record abstract Information for FWPs	Collect key information on proposal: scope, work approach, cost, exceptions to solicitation.
Record Proposal changes for FWPs	Record times, originator, and other information on amendments, modifications, cancellation, and other events.
Acknowledge receipt for FWPs	Acknowledge receipt to sending institution or person. Acknowledgment information (date, time, applicable program area, project, etc.) included. Enable electronic acknowledgement.
Manages AFP processing for FWPs	Record the submission of and maintains information on recommendations for approval for new or supplemental lab projects and new, renewal, continuation, or supplemental grants, cooperative agreements, interagency agreements, and contracts.
Produce tabular Attachments for FWPs	Generate attachments to program letters detailing the AFP, for labs and operations offices.

Prerequisites

- Execution Work Management Package 1.2

Dependents

- Execution Work Management Package 3.0
- Execution Work Management Package 3.1

FY 2003 Service and Project Narratives

Related Business Activities

- Receive Proposal (FWPs)
- Authorize Work (FWPs)
- Award Work (FWPs)
- Review Proposal
- Select Proposal

Associated Legacy Systems

- LAS – SC Laboratory Appraisal System
- RIMS – Research Information Management System
- ERA – Electronic Research Administration
- SBIR – Small Business Innovation Research System
- SC131GRANT – 2001GRANTS.XLS
- SC142GRANT – SC-142 Geosciences Database Grants and Budget System
- SC14ALDBBUDGET – Chemical Sciences Dbase Budget
- SC22CASRPT – Contract Action Status Report
- SC22PRDIST – SC 22 Physics Research Distribution
- SC22UCIP – University Contract Information Program (UCIP)
- SC74GCDB – Grants and Contracts Database
- STTR – Small Business Technology Transfer System

²Before proceeding with Execution Work Management 2.0, external influences will be researched that could cause a change in scope, requirements, cost, and schedule. Currently, these external influences include E-government activities, the OneSC initiative, DOE corporate development (such as PME and BMIS), and CIO consolidation efforts. If the research results in recommended changes to Execution Work Management 2.0, those changes will be presented to the Executive Steering Committee for approval.

Abstract Tracking System

Description

Provides users with a browser-based capability to create, modify, manage, view, and publish Office of Science project abstracts. Principal investigators are provided with an Internet-enabled interface to allow management of project abstracts. Publishing users are provided with an Internet-enabled interface to search and view abstracts. Program managers are provided with an Intranet-enabled view to manage and publish abstracts.

AD/OD Projects

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FY 2003 IM Service and Project Narratives

The following IM projects resulted from SC-40 interviews with Associate Directors/Office Directors.

Calendar and Scheduling

Completes development and rolls out the Calendar and Scheduling system that replaces the Daytimer System currently used by the SC front office.

Electronic Proposals

Facilitates a unified SC HQ approach to the processing of electronic proposals received via IIPS and implements automation to support that approach.

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FY 2003 IM Service Level Descriptions (Policies and Guidance)

Operations and Maintenance

Description:

This service maintains the local area network (LAN) infrastructure and provides backup and recovery of the LAN data. Included in this service for FY 2003 are the following projects, which are necessary for maintaining the current level of service.

- SQL Server Update
- Active Directory and SMS 2003 (with Windows 2000 Server Update)
- Performance Monitoring Tool Update
- Microsoft Exchanger 2000 Update
- Scheduler Box Update
- MS.NET Research and Feasibility Assessment

These projects are described on page 7 of this plan.

Point of Contact:

Ted Griffin

Performance Measures:

- Percent of time that email is operational.

Policies and Guidance:

- 1) LAN Data Storage - SC-40 maintains the following major areas of user accessible data storage, each of which is monitored for performance, backed up nightly, and available remotely.
 - a) (N:drive) Users' personal storage area, based on network logon access.
 - b) (Q:drive) Work area that allows for data interchange among Divisional/office co-workers.
 - c) (P:drive) Office of Science common repository for data that allows sharing of information throughout SC.
 - d) The P:drive retains one year's worth of SC LAN data. On a monthly basis, all data one year and older is migrated to a tape backup system. Once the data has been migrated or archived, the process to obtain access is as follows.
 - i) Call the SC Support Center (SCSC) and request the data by file name, file location, or timeframe.
 - ii) Allow the Support Center adequate time (approximately eight hours) to restore the data. (In the event of an emergency, the SC Support Center makes every effort to restore the requested data as soon as possible.)
- 2) Auto Archiving - Continued storage of documents in the Outlook Inbox negatively affects email system performance, recovery, and backup. To avoid this situation, users should regularly archive their mail. The folders and files in Outlook archives are easily found, moved, and, when appropriate, deleted. Folders and files can be archived manually or by enabling Outlook's Auto Archiving. Instructions are available from the Outlook Help Menu, the SC-40 web site, or by contacting SCSC for assistance.
- 3) DOE Corporate Email Policies -
 - a) All SC email goes through the DOE corporate firewall, which has the following policy in place.
 - i) Emails with attachments less than 5 megabytes are processed as normal mail.
 - ii) Emails with attachments greater than 5 megabytes but less than 10 megabytes are queued and processed during non-peak hours.
 - iii) Emails with attachments greater than 10 megabytes are not processed.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

- iv) Users are not allowed to attach files that may transmit malicious code (i.e., executables, batch files, etc.).
- b) Options for sending attachments greater than 10 megabytes include breaking a large attachment into smaller files, contacting SCSC for file transfer protocol (FTP) instructions, or compressing the files (i.e., WinZip).
- c) Even though the Department and Office of Science allow transmission of emails up to 10 megabytes, not all email systems can process the larger emails. If the recipient's system cannot process the message, SC users need to employ FTP or WinZip to send larger messages.
- d) No attachment limitation exists when transmitting mail or attachments between SC staff.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Systems Maintenance and Support

Description:

This service maintains all current production systems.

Point of Contact:

Kathleen Centeno

Performance Measures:

None

Policies and Guidance:

- 1) The maintenance service provides support for over 25 existing systems. This support includes ensuring that all custom-written applications and all supported commercial-off-the-shelf applications for the Office of Science are functioning normally.
- 2) Users should report problems and issues with existing systems to the SCSC Helpdesk. Upon receipt, SCSC logs the request and assigns an Applix ticket for tracking purposes. If SCSC is unable to answer the question or solve the problem, the ticket is assigned to Maintenance. Maintenance then determines whether the request requires a maintenance fix or needs to be addressed as an enhancement (design change). If it is a maintenance fix, Maintenance schedules the fix and coordinates the solution and implementation with the customer. If it is an enhancement, the following standard response is returned to the customer by SCSC and the ticket is closed.

STANDARD RESPONSE

SUBJECT: Requested Enhancement

The requested change to [insert application name] is an enhancement and is a good candidate to go into the next version. We would appreciate it if you could keep this information for the next JAD/RAD scheduled for this application. In an effort to better manage project resources, the Project Office of the Information Management and Technology Division (SC-40) requests that application enhancements be addressed during JAD/RAD sessions for the specific project.

If you have any questions, please contact any member of the SC-40 Project Office (Ted Griffin, Gene Hughes, or Kathi Centeno) via email at DL-SC-65 Project Office, or via telephone at 3-4602, 3-5409, or 3-5472, respectively.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Hardware Maintenance

Description:

This service maintains all workstations, printers, fax machines, and scanners and provides for replacement components when the standard workstation breaks down.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) Workstations -
 - a) The Support Center resolves hardware failures at Germantown within two hours and at Forrestal within four hours. If the resolution time is unacceptable or there is an urgent requirement, a spare (Thin Client/WinTerm) computer (which allows SC LAN and email access) is made available immediately until the repair is completed.
 - b) All desktop computers conform to a standard hardware configuration and have a standard suite of software installed.
 - c) The minimum standard hardware configuration for the SC desktop computer is an 800 MHz with 256 MB RAM, at least an 8 gigabyte hard drive, a CD ROM, a 100 megabyte ZIP drive, and a 15-inch flat panel monitor that provides the viewing capability of a standard 17-inch monitor, or a 17-inch CRT monitor.
 - d) All desktop computers (except for classified machines) are connected to the SC LAN, which provides access to an SC LAN-based printer.
 - e) On-site personal, laboratory and contractor-provided desktop computers and software are not supported or connected to the SC LAN.
- 2) Hardware Peripherals -
 - a) All Headquarters SC staff members have access to printers, CD-writers, fax machines, scanners, and video teleconferencing. This equipment follows standard hardware configuration requirements in accordance with the SC information architecture.
 - b) Documents can be printed to either a single-user desktop printer or a multi-user network printer. Because network printers are more cost efficient and technologically advanced, they are the preferred method for printing in SC. The Office of Science has a selection of network-based printers that support multiple users, operate at significantly higher speed than single-user printers, allow double-sided and color printing, and produce higher quality documents. Network printers also provide an alternative for transmitting documents within SC (e.g., sending a document to the recipient's network printer rather than emailing or faxing). As existing single-user printers break down, SC staff is redirected to a network printer. Replacement of single-user printers is charged back to the requesting organization in accordance with SC-60 procedures.
 - c) Fax machines are available only on a multi-user basis.
 - d) Scanners and CD-writers are made available on graphics workstations located in central areas on an as-needed basis.
 - e) All printers provided are for unclassified printing only.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Standard Suite of Software

Description:

This service provides for licensing and maintenance of a standard suite of software (currently exceeding 60 packages) for all standard workstations.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) This policy applies only to commercial-off-the-shelf (COTS) software. It does not apply to custom software developed at SC-40 direction by IM contractors supporting SC.
- 2) SC-40 provides a standard suite of supported COTS software products used by SC staff to meet the organization's business needs. To be considered for inclusion in that suite, commercial-off-the-shelf software products must have a clear business requirement and be compatible with the SC information architecture. This is necessary to ensure that the IM support provided to SC is cost-efficient and effective. Revisions to the standard suite of software are made annually as part of the SC IM Strategic Plan update. They are based on changes in business needs identified by SC staff participating in the update process.
- 3) The commercial software packages listed below are available and fully supported by SC-40 and SCSC. Any COTS software that is not on the list is considered non-supported and results in limited or no support unless that software is incorporated into the Strategic Plan and business direction.

a) **Standard commercial off-the-shelf software packages supported by SC**

Operating System:

MS Windows 2000, (SR2) (Fully Supported)

Document Processor:

MS Word XP (SR2) (Fully Supported)
MS Word 2000 (SR2) (Soon to be Retired)
WordPerfect 10.0 (Available Upon Request)
WordPerfect 6.1 (Soon to be Retired)
Jet Forms (Soon to be Retired)
Avery Labels (Soon to be Retired)

Spreadsheets:

MS Excel XP (SR2) (Fully Supported)
MS Excel 2000 (SR2) (Soon to be Retired)

Database:

MS Access XP(SR2) (Fully Supported)
MS Access 2000 (SR2) (Soon to be Retired)

Graphics:

MS PowerPoint XP (SR2) (Fully Supported)
MS PowerPoint 2000 (SR2) (Soon to be Retired)
MS Photo Editor 3.01 (Fully Supported)
Visio 2000 (Available Upon Request)
Adobe Image Ready 2.0 (Available Upon Request)
Adobe Photoshop 6.1 (Available Upon Request)
Adobe Illustrator 8.5 (Available Upon Request)
Adobe Acrobat Reader 5.0 (Fully Supported)

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Adobe Acrobat 5.0 (Available Upon Request)

OmniPage Pro 11.0 (Fully Supported)

Adobe PageMaker 6.5 (Soon to be Retired)

Project Management:

MS Project 2000 (SR2) (Available Upon Request)

Web-Authoring:

FrontPage (Available Upon Request)

Hot Dog (Soon to be Retired)

Hot Metal (Soon to be Retired)

Internet Browser:

MS Internet Explorer 6.01 (Fully Supported)

Collaborative Services:

Quick View Plus 6.0 (Available Upon Request)

Citrix ICA Client 4.2 (Fully Supported)

L&H Voice Express Professional 4.01 (Available Upon Request)

Castelle Fax Press 5.0 (Fully Supported)

Utilities:

Nero (Available Upon Request)

WS-FTP (Fully Supported)

Internet Neighborhood (Fully Supported)

Extra for Windows (Fully Supported)

Security & Backup:

Norton Antivirus 7.6 (Fully Supported)

IOMEGAWARE 2.0 (Fully Supported)

WinZip 8.1 (Fully Supported)

e-mail / Calendaring:

MS Outlook XP (SR2) (Fully Supported)

MS Outlook 2000 (SR2) (Fully Supported)

Calendar Creator Plus (Soon to be Retired)

Media Players:

Windows Media Player 7.0 (Fully Supported)

Real Player +G2 6.0 (Fully Supported)

- 4) Commercial software packages identified as soon to be retired have no new versions installed and no new users. Retirement of such software is conducted in a manner that ensures that all necessary actions are taken to assure smooth transition.
- 5) Based on licensing and support considerations, SC-40 decides whether a software package is installed as part of the standard desktop configuration or separately on the LAN. The location of the installation does not affect customer access or usage.
- 6) In addition to the annual Strategic Plan update, SC-40 reviews the need for revisions or additions to the list of supported software periodically based on such factors as industry developments and new business needs.
- 7) When SC staff identifies a business need that cannot be met by existing software, they should contact SCSC and provide a description of the work that needs to be accomplished and its urgency. (See Software Hardware Review and Acquisition for the process used to respond to the request.) Customers should also contact SCSC for access to software on the list.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

IM Implementation

Description:

This service provides support for the high-level coordination and oversight of all SC HQ IM services, including contract management, contract recompetition, project and service oversight, configuration management, procurement, and tool implementation. It also carries out budget execution to ensure funds are being spent efficiently in accordance with the annual IM Operating Plan and provides for overtime and other direct costs for IM support contractors.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) The lifecycle (from planning through development, deployment, and retirement) and the tools used by SC-40 to implement it, are reviewed and updated annually to ensure that it is well-defined, rigorously followed, and incorporates best practices, continuously improving and enabling the effective provision of IM products and services.
- 2) SC-40 project managers meet monthly to review costs and ensure adherence to the budget.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

IM Planning

Description:

The service supports the development of a 5-year IM Strategic Plan and Annual Operating Plan that identifies products and services to be delivered in priority order (contingent on budget approval). These documents are developed in coordination with the CIAG, IM Board, and ESC. This service also supports developing and updating IM policies (i.e., service descriptions) and performance measures that identify how services are provided and measured, and facilitates process improvement based on performance measure results. SC-40 coordinates the development of these descriptions and measures with the Customer Information Advisory Group. In addition, this service includes budget formulation based on the 5-year IM Strategic Plan and supports several communications efforts, including maintenance and updates of the SC-40 homepage, customer briefings, and management and coordination of CIAG weekly meetings and IM Board monthly meetings.

This service also includes feasibility assessment (described in item 14, below) and external outlook. External outlook is the process of monitoring factors outside SC-40 that can cause changes to the strategic or operating plans. Examples of these factors are changes to the DOE or SC organizational structure, or changes to other IT systems that interface with the SC IM Infrastructure.

Point of Contact:

Ted Griffin

Performance Measures:

- Percent satisfaction with the overall quality of new IM services.
- Percent satisfaction with the overall quality of current IM services.
- Percent of Support Center calls resolved by first phone analyst before end of call.
- Percent of Support Center calls the customer receives the phone analyst within 30 seconds.
- Percent of Support Center Helpdesk-Medium calls resolved within 4 hours.
- Percent of time that email is operational.
- Percent of common suite of software and corporate systems available to the desktop that is also available through remote access.
- Percent of CIAG action items assigned to SC-40 resolved by due dates.

Policies and Guidance:

- 1) The information architecture methodology as required by the Clinger-Cohen Act is employed to determine what IM products and services are provided to SC Headquarters. Capabilities put into place independently outside of this process are not supported.
- 2) The information architecture has the following eight components.
 - a) Principles: The rules by which IM decisions are made.
 - b) Business Model: A hierarchical definition of all business activities.
 - c) Information Resource Catalog (IRC): A repository of information describing all information systems and technology platforms currently in use.
 - d) Data Architecture: A model of all data needed to support the business activities (i.e., types of data, definitions, and relationships).
 - e) Applications Architecture: A set of automated capabilities (e.g., software applications) needed to support the business activities.
 - f) Technology Architecture: The technology infrastructure needed to support the business activities, data needs, and applications needs. The technology architecture is based on industry, governmental, and de-facto standards.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

- g) Strategic Plan: A 5-year plan to deploy IM products and services in support of the business activities based on the previous 6 components.
 - h) Operating Plan based on the approved budget.
- 3) The information architecture covers only SC Headquarters IM needs.
 - 4) All components of the information architecture are updated annually. Customers who identify significant needs in the middle of the fiscal year (i.e., between updates) should contact the Support Center.
 - 5) Update of the information architecture involves all levels of business users to ensure it is driven by business needs. The Customer Information Advisory Group is heavily involved during this process. This Group is responsible for providing input and feedback on IM services, communications, policies, and rollout plans. It is made up of one working level representative from each SC Headquarters program organization. Prioritization of discretionary planning items is done by the SC Executive Steering Committee with input from each of the SC IM user groups (Organizational Administrator's, CIAG, and IM Board), SC Operations Offices, and SC-40.
 - 6) Approval of the updated information architecture is required by the SC Executive Steering Committee.
 - 7) The Strategic Plan is the foundation for the formulation of the IM budget.
 - 8) Policies are written and updated annually for each component of the lifecycle to ensure the effective provision of IM products and services.
 - 9) SC-40 keeps customers informed through periodic and one-time communications about:
 - a) What IM services are currently available and how to take advantage of them.
 - b) What new IM services are expected to be delivered and when.
 - c) The process used to determine what new IM services are delivered and how to become involved.
 - 10) Periodic communications include such things as updates of the SC-40 homepage and presentations to the SC Executive Steering Committee, the IM Board, and the CIAG. One-time communications include IM surveys, email messages from the Support Center, and other special interest emails.
 - 11) SC-40 maintains formal customer representative groups as necessary to ensure involvement in the planning process and input on IM services. The SC Headquarters IM Board and the Customer Information Advisory Group are the current customer representative groups. Customers with questions about how to be involved in the planning process should contact their representatives on either of these groups or an SC-40 staff member.
 - 12) Service descriptions are developed annually as a part of the Operating Plan.
 - 13) Performance measures are developed annually to assess the productivity, timeliness, quality, cost, and customer satisfaction of IM activities. Performance against those measures is evaluated and appropriate adjustments made to ensure the effective provision of IM products and services.
 - 14) Feasibility assessments are conducted for operating plan projects in order to provide scoping, identify factors that must be addressed to ensure successful completion of the projects, and provide alternatives with preliminary cost estimates as appropriate. The standard components of the feasibility assessments are:
 - Management Summary
 - Introduction
 - General Information
 - Alternatives Considered
 - Comparison of Alternatives
 - Recommendations and Conclusions

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Cyber Security

Description:

This service maintains cyber security services as currently implemented.

Point of Contact:

Gene Hughes

Performance Measures:

None.

Policies and Guidance:

- 1) The Department of Energy, Unclassified Cyber Security Protection Program, Notice 205.1, requires that all DOE organizations (federal and contractor) create a Cyber Security Program Plan (CSPP). The SC plan documents the cyber security policies and procedures used to protect computer systems, applications, and information that comprise the SC Metropolitan Area Network (MAN). The SC MAN includes the two local area networks in Germantown and Washington, D.C., as well as contractor sites in the metropolitan area that connect to the SC MAN. Cyber security requirements will be added to this document as the Department and SC develops them.
- 2) All users must have a password that is consistent with the security features listed below.
 - a) Users are automatically prompted to change their password every 180 days. The new password must include at least four characters that are different from the previous password.
 - b) Password contains at least eight non-blank characters.
 - c) Password contains a combination of letters (preferably a mixture of upper and lowercase), numbers, and at least one special character within the first seven positions. Special characters include keyboard characters, which are visible when typed but are not letters or numbers.
 - d) Password contains a nonnumeric in the first and last position.
 - e) Password does not contain the user ID.
 - f) Password does not include the user's own or, to the best of their knowledge, close friends or relatives names, employee serial number, Social Security Number, birth date, phone number, or any information that the user believes could be readily learned or guessed.
 - g) Password does not, to the best of the user's knowledge, include common words that would be in an English dictionary, or from another language with which the user has familiarity.
 - h) Password does not, to the best of the user's knowledge, employ commonly used proper names, including the name of any fictional character or place.
 - i) Password does not contain any simple pattern of letters or numbers, such as "qwertyxx" or "xyz123xx."
 - j) Password employed by the user on unclassified systems is different than the passwords employed on classified systems.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Workstation Refresh

Description:

This service provides for a refresh (normally 33 percent) of the standard workstation given to all customers.

Point of Contact:

Ted Griffin

Performance Measures:

None.

Policies and Guidance:

Items to include in the standard workstation are determined jointly by SC-40 and the CIAG.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Infrastructure Updates

Description:

This service provides for infrastructure updates to (1) accommodate the provision of new services, new applications, and other new requirements, and (2) comply with Federal regulations, the DOE CIO, and any other external drivers. Upgrade projects planned for FY 2003 include:

- Remote Access (Rollover): Upgrades the current remote access solution. Security requirement and the increased need for connectivity require this upgrade.
- Electronic Information Management (Rollover) Upgrades the technology infrastructure to support the needs of Electronic Information Management (EIM). This includes improved data storage, software for electronic information management, document management, and workflow.
- WordPerfect 10.0 (Rollover): Upgrades WordPerfect 6.1 to WordPerfect 10.0 for users who are required to interface with organizations using WordPerfect.
- Office XP (Rollover): Upgrades the Microsoft Office Suite (Excel, PowerPoint, Word, etc.) from Office 2000 to Office XP. This also allows document management functions of the EIM project to be accessed through the Microsoft Office Suite.
- Gigabit Ethernet: Develops the feasibility assessment for Gigabit Ethernet.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

Infrastructure update projects follow the project management process described under New IM Projects on page 42 of this document.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Support Center

Description:

This service provides Helpdesk support for all IM products and services provided by SC-40. This service currently supports over 12,000 calls per year.

Point of Contact:

Ted Griffin

Performance Measures:

- Percent of Support Center calls resolved by first phone analyst before end of call.
- Percent of Support Center calls the customer receives the phone analyst within 30 seconds.
- Percent of Support Center Helpdesk-Medium calls resolved within 4 hours.

Policies and Guidance:

- 1) The Office of Science has adopted the industrywide Support Center approach to supporting an organization's IM services. The Support Center Helpdesk serves as the customers' one-stop point of contact for having any issue addressed concerning the IM products and services provided as identified in the SC Headquarters IM Operating Plan.
- 2) The Support Center Helpdesk services are available from 7:00 a.m. to 6:00 p.m. Requests should be made by phone (301-903-5313) or email to SCSC (scsc@science.doe.gov).
- 3) After-hours support should be arranged in advance, but if there is an emergency requirement (e.g., budget submissions, Congressional Qs and As, etc.), SC staff should call the Support Center. After hours, phones are forwarded to the after-hours Support Center specialist who determines how to respond to the request.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Desk-side Support

Description:

This service provides hands-on problem resolution at customer workstations for all current IM services when an SC Helpdesk phone analyst cannot resolve the problem. This service currently supports over 6,000 visits per year.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) The Support Center is responsible for Helpdesk phone support and desk-side support.
- 2) Desk-side support is available from 7:00 a.m. to 6:00 p.m. every working day. Requests should be made by phone (301-903-5313) or email to SCSC (scsc@science.doe.gov).
- 3) If there is an emergency after-hours requirement (e.g., budget submissions, Congressional Qs and As, etc.), SC staff should call the Support Center. After hours, phones are forwarded to the after-hours Support Center specialist who determines how to respond to the request.

Hardware/Software Review and Acquisition

Description:

This service provides for the (1) review and acquisition of ad-hoc customer requests for hardware and software that are not provided as part of the standard workstation or standard suite of software and (2) ad hoc customer requests for small support efforts such as development of a macro. This includes permanently assigned Blackberries and mobile phones.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) Customers should submit ad-hoc requests for hardware and software that are not provided as part of the standard workstation or standard suite of software to SCSC. These requests should include a description of the work that needs to be accomplished and its urgency.
- 2) SCSC forwards the request to the user's CIAG representative, who confirms the business need. If appropriate, SC-40 conducts a review of an individual request. Factors to be considered include:
 - a) Whether the hardware/software should be made available to all SC HQ and, if so, what the cost would be.
 - b) Maintenance cost associated with the number of licenses needed.
 - c) Whether the requested hardware/software integrates with the current standard image and the associated cost if it does not.
 - d) Whether it automatically integrates with the current workstation environment and LAN infrastructure and whether there is integration or engineering costs.
 - e) The cost to test the requested hardware/software within the current infrastructure and roll it out to the customer.
 - f) The effect on future planned development and associated cost.
 - g) The cost to train Support Center personnel to provide support.
- 3) SC-40 provides the results of its review to the requester. Where the hardware/software requested complies with the SC Headquarters architecture and is compatible with the infrastructure, the requester can choose to confirm the request. In that case, SC-40 purchases the products, charges them back to the requesting organization in accordance with SC-60 procedures, and installs the products.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Videoconferencing

Description:

This service provides videoconferencing maintenance and support to Germantown conference rooms (H207, G258, G436, E243), and Forrestal conference room (7B 058).

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) Customers should call DOE teleconferencing (301-903-4555) to schedule a teleconference session and for assistance in setting up multi-point teleconferences.
- 2) Customers should call SCSC (301-903-5313) to report equipment failures.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

SC-1 Homepage Support and Redesign

Description:

This service provides update, maintenance, and redesign support to the SC-1 homepage.

Point of Contact:

Gene Hughes

Performance Measures:

None

Policies and Guidance:

- 1) Stakeholders have real-time access to the production web servers (i.e., user accounts and appropriate rights to files and folders on the production SC web server) and 24/7 access to contractor support. During non-business hours, a two-hour window is provided to implement simple updates.
- 2) Weekly updates are completed every Friday. All files are backed up according to established procedures.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Hardware Loaner Pool

Description:

This service supports the loaner pool, which includes Blackberry wireless email devices, laptops, mobile phones, pagers, LCD projectors, and an Ethernet hub (i.e., portable networking equipment, including a printer, for use within and outside of DOE). This service currently supports over 700 requests per year. It also provides for the recurring charges associated with Blackberry, mobile phone, and pager usage and provides for limited refresh of the loaner pool.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

- 1) **Loaner Laptops - SC-40** provides all SC HQ staff members the ability to remotely access most of the capabilities available to them on the SC LAN (in their regular business environment). All laptops provide network access, remote access, and a subset of standard suite of software appropriate for mobile use.
 - a) For offsite meetings, the Support Center can provide a laptop. LCD projectors are assigned on a first-come, first-served basis based on availability. Priority is given to onsite equipment requests. Support is not available offsite.
 - b) For use at Forrestal and Germantown, the Support Center can provide a laptop with a projector for presentations along with support to make sure the equipment is operating properly.
 - i) **Temporary Loaner Laptop - Headquarters** SC staff members may request a temporary loaner laptop (less than 30 days) by submitting an email request to SCSC. The request should identify the business need and required time. At the end of that period, or sooner if the laptop is no longer needed, the staff member should call SCSC to pick up the loaner. Staff members are responsible for removing all needed data from the laptop before returning it to the Support Center. If there is a need to extend the loan period beyond 30 days, the user's Associate Director or Office Director (AD or OD) must approve that request via email to SCSC (scsc@science.doe.gov).
 - ii) **Long-term Loaner Laptop -** The appropriate AD/OD must approve requests by SC Headquarters staff for a loaner laptop for long-term use (30 days or more). The request should identify the business need and required time period and should be submitted by the AD/OD. It should be submitted by email to SCSC (scsc@science.doe.gov). Staff members are responsible for removing all needed data from the laptop before calling the Support Center to pick up the laptop at the end of the loan period.
- 2) **Blackberry (wireless email) Devices, Mobile phones, and Pagers -** To facilitate communications with SC staff while on travel, the loaner pool includes Blackberries, mobile phones, and pagers. The loaner pool is limited to six items each, therefore; the Blackberries, mobile phones, and pagers are available only for those on official travel (with approved orders in Travel Manager) or approved contractor travel.
 - a) Requests are filled on a first-come, first served basis. Users should contact the SC Support Center via email and include their Travel Authorization number to reserve a unit for a trip.
 - b) All requests for loans lasting longer than 30 days or for business needs other than travel are reviewed and approved by the Associate Director, Office of Resource Management.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

Flexiplace Workstation

Description:

This service provides a flexiplace-configured workstation, associated maintenance, and onsite support for flexiplace customers. Currently, this service, including call support, is in place for six customers.

Point of Contact:

Ted Griffin

Performance Measures:

None

Policies and Guidance:

This service is charged back to the requesting organization in accordance with SC-60 procedures.

FY 2003 IM Service Level Descriptions (Policies and Guidance)

New IM Projects

Description:

All new projects go through a 21-step project management process (depicted on the following page) beginning with planning and proceeding through system development, engineering, testing, training, and rollout of the new product as outlined in the annual IM operating agreement. This process ensures that the appropriate SC-40 resources and expertise are applied at each step of a project's lifecycle.

Contact:

Gene Hughes, Kathleen Centeno, and Ted Griffin

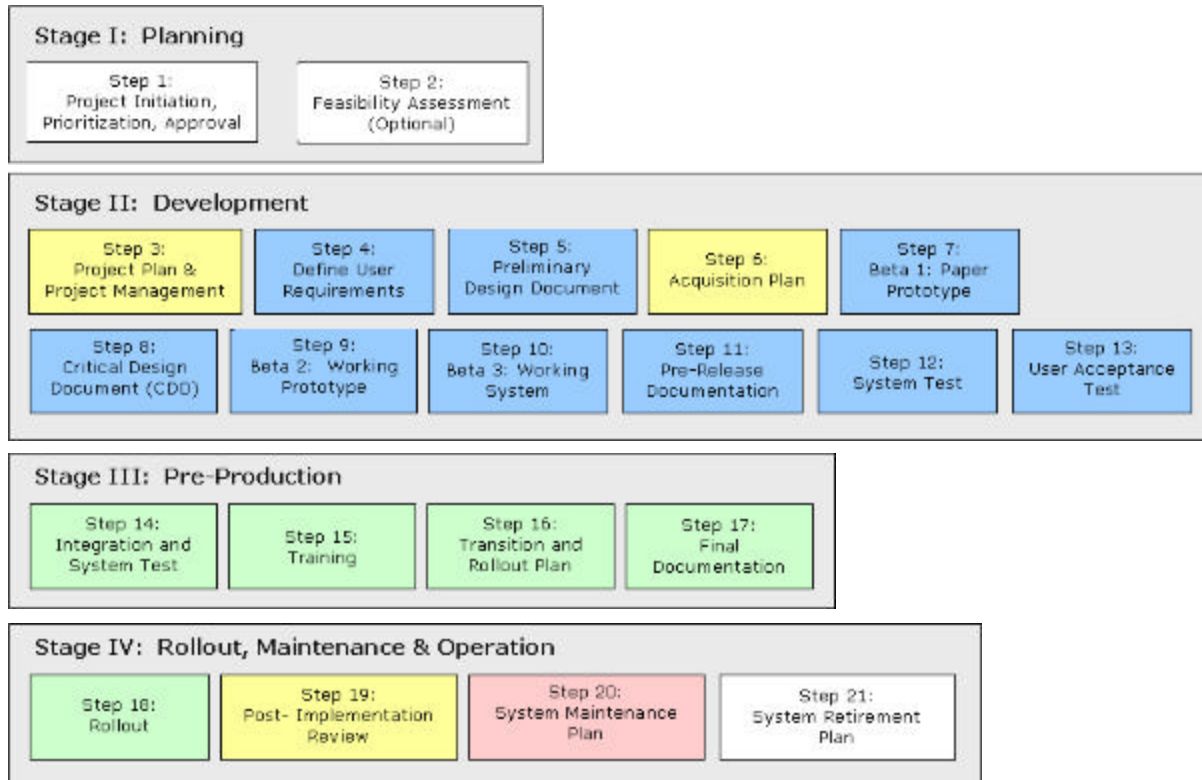
Performance measurements:

- Percent satisfaction with the overall quality of new IM services.
- Percent satisfaction with the overall quality of current IM services.

Policies and Guidance:

- 1) SC-40 is responsible for the planning, design, development and/or engineering, testing, training, and rollout of new IM/IT business services for the Office of Science. This is accomplished through two rigorous processes; 1) strategic planning, which is referred to as information architecture planning, and 2) a customized 21-step project management methodology that provides a defined sequence of deliverables and reviews that must be accomplished with each Office of Science project.
- 2) Strategic planning, information architecture (IA) is a business-driven or data-driven process that results in a high-level blueprint of data, applications, and technologies providing long-term solutions rather than a quick fix for short-term gain. IA works to incorporate strategic direction from management and input from the subject matter expert user community to ensure that planned systems and technologies support current and future information needs.
- 3) The 21-step project management process used by SC-40 is intended to ensure that each project goes through the proper steps to ensure that it is completed successfully and meets SC business needs. This process requires input from and signoff on requirements and system design from a representative body of customer and users. Customers also are actively involved in the testing and rollout of systems. This is accomplished using the Joint Application Development/ Rapid Application Development (JAD/RAD) system development model throughout the design, development, and implementation process. This process breaks the development of a system into cycles during which an initial prototype is developed based on customer definition of business requirements. Based on user feedback, that prototype then goes through several cycles of coding, review by the users, testing, and integration with the existing infrastructure and systems until a completed system is produced and put into production.

Project Management 21-Step Process



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FY 2003 IM Service and Project Schedules

Infrastructure:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Operations and Maintenance:												
- SQL Server Update	1	2 3	4	5	6	7	8	9	10 11 12		13 14	15 16 17
- Active Directory & SMS 2003 (with Windows 2000 Server Update)						5 6	7-12	13 15 16 17	14 18-21			
- Performance Monitoring Tool Update								1 2 3	4 5 6	7-11	12	13-18
- Microsoft Exchange 2000 Update	1	2	3	4 5 6	7 8	9 10 11	12	13	14-17	18-21		
- Scheduler Box Update				1 2 3	4-8	9-12	13-17	18-21				
- MS.NET Research & Feasibility Assessment	1 2											
Systems Maintenance & Support												
Hardware Maintenance												
Standard Suite of Software												
IM Implementation												
IM Planning				Feasibility Assess-ments			Strategic Plan		Feasibility Assess-ments	Operating Plan		
Cyber Security	1 2	3	TBD									
Workstation Refresh						Update I						Update II
Infrastructure Updates:												
- Remote Access (Rollover)	9 10	11 12	13	14-17	18-21							
- Electronic Information Management (Rollover)		10	TBD									
- WordPerfect 10.0 (Rollover)	12	13-17	18-21									
- Office XP (Rollover)	13-17	18-21										
- Gigabit Ethernet					1 2							
Disaster Recovery	3 5 6	7 8	9	10 11 12								

FY 2003 IM Service and Project Schedules

Services:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Support Center												
Desk-side Support												
Hardware/Software Review and Acquisition												
Videoconferencing												
SC-1 Homepage Support and Redesign												
Hardware Loaner Pool												
Flexiplace Workstations												

Corporate System

Development:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Execution Work Management 1.2	1 3	4	5-8	9	10 11 12	13	14-17	18-21				
Execution Work Management 2.0									TBD			
Abstract Tracking System (Rollover)	15 17 18 20 21	19										

AD/OD Projects:	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Calendar and Scheduling	13 14 20 21	15 17 18 19										
Electronic Proposals	Approval	Acquisition	Installation									

 = Level of Effort

Project Steps

- | | | |
|---|------------------------------|-------------------------------|
| 1 Initiation, Prioritization & Approval | 8 Critical Design Document | 15 Training |
| 2 Feasibility Assessment (Optional) | 9 Beta 2: Working Prototype | 16 Transition & Rollout Plan |
| 3 Project Plan & Project Management | 10 Beta 3: Working System | 17 Final Documentation |
| 4 Define User Requirements | 11 Pre-Release Documentation | 18 Rollout |
| 5 Preliminary Design Document | 12 System Test | 19 Post-Implementation Review |
| 6 Acquisition Plan | 13 User Acceptance Test | 20 System Maintenance Plan |
| 7 Beta 1: Paper Prototype | 14 Integration & System Test | 21 System Retirement Plan |

Changes between FY 2003 Strategic Plan and FY 2003 Operating Plan

Performance Measures

1. Percent satisfaction with the overall quality of new IM services.
2. Percent satisfaction with the overall quality of current IM services.
3. Percent of Support Center calls resolved by first phone analyst before end of call.
4. Percent of Support Center calls the customer receives the phone analyst within 30 seconds.
5. Percent of Support Center Helpdesk-Medium calls resolved within 4 hours
6. Percent of time that email is operational.
7. Percent of common suite of software and corporate systems available to the desktop that is also available through remote access.
8. Percent of CIAG action items assigned to SC-40 resolved by due dates .

Performance measures 1 and 2 are measured once at the end of the fiscal year via a survey of SC HQ customers.

Performance measures 3 through 8 are measured monthly.

Changes between FY 2003 Strategic Plan and FY 2003 Operating Plan

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